

# MIS SERVICE CATALOG

- Corporate Application Support Services
- MIS Technical Services
- MIS Professional Support Services



County of Maui, Dept of Management, MIS Division

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# MIS Services

## Welcome to the MIS Service Catalog

The [MIS Division](#) is excited to announce the publication of our [MIS Service Catalog](#). The Service Catalog has been designed to define and categorize our service offerings. The goal is to help you identify MIS services that will support you in meeting your business goals and to enhance your understanding of what the service provides. Each service offering includes a description, information on how to request the service, and details about costs, restrictions and delivery levels.

MIS services are listed below and every service is described in the same format and with similar types of information to facilitate ease of use.

Thank you for visiting the MIS Service Catalog. If you would like more information about a service, contact the MIS HelpDesk by [email](#) or call at 270-7842. If you wish to request a service, submit a completed [MIS Request for Service form](#) to the [MIS HelpDesk](#).

## Corporate Application Support Services

- [Collaboration Application Services](#)
  - Collaboration Application Services facilitate the exchange of information and ideas, often in the context of specific projects.
- [County Website Content Management Application Support](#)
  - The County [internet](#) and [intranet](#) websites are important tools that allow effective sharing of information and services to the public and county employees. Content Management Support services allow county employees to publish information and services on these websites.
- [Criminal Justice Application Support](#)
  - Criminal Justice Application Support Services assist Prosecuting Attorney department employees in their management of legal cases and associated research.
- [DMVL Application Support](#)
  - DMVL Application Support Services assist employees in the management and access of motor vehicle registration and driver licensing information.
- [Document Imaging Support Services](#)
  - Document Imaging Support Services allow departments to effectively scan, store and retrieve files.
- [Financial Application Support](#)
  - Financial Application Support Services assist employees who manage the County's financial resources, including grants and contracts.
- [Fire Department Application Support](#)
  - Fire Dept Application Support Services assist the employees of the Department of Fire and Public Safety with incident information management.



- Human Services Application Support
  - Human Services Application Support Services assist employees who are responsible for providing services to the elderly and those receiving housing subsidies.
- HR Application Support
  - HR Application Support Services assist the Department of Personnel Services and Departmental Personnel Officers.
- Legal Application Support
  - Legal Application Support Services assist Corporation Counsel employees in their management of legal cases and associated research.
- Maintenance Application Support
  - Maintenance Application Support Services assist departments in managing assets, and preventive and corrective maintenance.
- Permit and Development Application Support
  - Permit and Development Application Support Services assist employees who support land use and development activities and who provide related information to the public.
- Real Property Tax Application Support
  - Real Property Tax Application Support Services assist employees in assessing and collecting taxes and in providing real property information to the public.
- Recreational Management Application Support
  - Recreational Application Support Services assist users of several applications that manage reservation and scheduling of recreational activities and facilities.
- Survey and Information Collection Services
  - The County uses a web based survey application to support its information collection business needs.

## MIS Technical Services

- Connectivity/Remote Access
  - Connectivity/Remote Access Services provide secure external access to the county network. Such secure external access may be provided through Virtual Private Network (VPN) access, through the use of cellular data cards, or via Wireless Access Points (WiFi).
- Internet Access
  - Internet Access Services allow access to the world wide web.
- Message/Email/Calendar Services
  - Message/Email/Calendar Services provide employees with County approved messaging, email and calendaring capabilities.
- Mobile Devices Support Services
  - Mobile Device Support Services assist employees using approved portable devices and software to access County information sources.
- Office and Desktop Productivity Tool Support
  - Office and Desktop Productivity Tools Support Services assist employees in performing business activities. Desktop applications and productivity tools include: word processing, spreadsheet, publishing, presentation, database,

operating system, printing, faxing, multi function printers, Smartboards, and projectors.

- Telephony - Voice over IP Services
  - MIS supports the County's telephony (Voice over IP) business requirements.
- Video/Audio Media Services
  - Video and Audio Media Services allow an employee to monitor certain Council, Commission or Board proceedings (streaming), or view training videos (download from County server). These streaming services are available in real time or on scheduled basis only; downloading training videos may be available on demand.
- Video Conferencing Services
  - Video Conferencing Services allow employees to conduct and attend meetings remotely.

### **MIS Professional Support Services**

- Application Development and Enhancement Services
  - Application Development & Enhancement Support Services is the customization of existing applications or creation of a custom application to meet your business needs.
- Facilities IT Services
  - If you are renovating or moving to new offices or rearranging your current office, MIS IT Facilities Services will assist you with network planning, network wiring, and building plan reviews and computer relocations. This will ensure that your communication requirements are in place and appropriate for your operational needs. This service should be requested as soon as renovation or relocations are seriously considered.
- IT Disaster Recovery and Business Continuity Services
  - IT Disaster Recovery and Business Continuity Services will help Departments restore critical IT dependent business functions. As part of the service, MIS will assist with business and operational impact analysis, IT incident management, IT disaster recovery plan testing, and plan execution.
- IT Consulting Services
  - MIS IT Consulting Services include providing IT advice (including budgeting) and expertise to departments and management. MIS staff can provide project management, business analysis and expert IT assessment services.
- IT Governance Services
  - MIS IT Governance Services include participation and/or support for various committees and councils including State Hawaii Integrated Justice Information Sharing (HIJIS), Access Hawaii Committee (AHC), Information Privacy and Security Council (IPSC), Intergovernmental Preparedness for Essential Records (IPER), and Counties CIO Council. MIS also provides strategic IT planning county wide, including IT policy development.



- IT Purchasing Services
  - Purchasing of hardware and software at the County of Maui is managed by the MIS Division.
- IT Security Services
  - MIS IT Security services intend to protect the County's data and IT infrastructure from being compromised and to ensure that the County's computers and network function without disruption.
- IT Support Services
  - IT Support Services provide hardware and software support, computer and printer repair services, and application use assistance.
- Report Writing and Data Mining Services
  - Report Writing and Data Mining Services include the creation of reports and data extracts for corporate applications. MIS staff assists departmental employees in performing business requirement analysis, defining report specifications, and appropriate output format.

#### **MIS FAQs**

A centralized location of MIS FAQs grouped by subject specific category.

#### **MIS Helpful Hints**

Information regarding the use of various computer software applications is located in this section.

#### **IT Services for Council Services and Office of the County Clerk Employees**

Information on how to obtain IT services if you are an employee of one of these departments.

#### **IT Services for Police Department Employees**

Information on how to obtain IT services if you are an employee of the Police Department.

#### **Training and Development**

Information on how to obtain computer training is located here.

#### **New Employees**

MIS Services applicable to new employees is located in this section.